

DIVISION OF INDUSTRY SERVICES

S&B Bureau Director

Working Title: Program Administrator Technical Services

POSITION SUMMARY

Under the general supervision of the Division Administrator, this position is conducted with a high degree of independence within the framework of general policy and rules of the Division. The incumbent assumes a role of leader, coach, and facilitator. The incumbent encourages ongoing evaluation and improvement of processes and fosters creative, proactive means and methods to policy need identification and resolution, and a teamwork approach to effective regulation directing the daily operations of the Bureau of Technical Services.

The Bureau's responsibilities are related to the construction and operation of buildings, along with ensuring compliance with health and safety codes. This position is responsible for leading a team to conduct analyses to manage the Bureau's programs, services, and business operations, including developing and evaluating policies, and procedures.

Additionally, the incumbent will lead and manage special projects and represent the division on agency-wide project teams. Working as a supervisor, the incumbent provides direction for one multi-focused unit whose members work independently to provide products or services. The incumbent is responsible for achieving program objectives through interpreting and applying policy and, directly supervises a staff of professional staff particularly Section Chief positions. This includes broad leadership responsibility to coordinate resources and develop staff and apply appropriate discipline-specific technical expertise in decision-making.

The position contributes to the development of the division's strategic planning and supports the implementation of the plan. Duties will include conducting impact analyses for consideration in Department policies, plans, projects, programs and procedures. Additionally, the incumbent will assist in the administration of the division budget and execute cost saving initiatives.

GOAL AND WORKER ACTIVITIES

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A. Manage, direct, and administer the Bureau's variety of technical services which include plan review, inspection, consultation, and compliance related activities regulated by the Division.

- A1. Represent the Bureau as part of the Division's senior management team. Analyze legislation and monitor proposed legislation and its effects on the Division.
- A2. In coordination with the Section Chiefs, plan and direct the Bureau plan review and inspection staff and consultation services.
- A3. Initiate, direct, analyze, and unify the Bureau's operating procedures, staff reporting processes, working policies, staff reassignments, and staffing levels.
- A4. Implement written inspection and consultation policies, procedures, and priorities.
- A5. Develop vision, goals, strategies, critical indicators, customer research plans, and process re-engineering projects that align with the overall Division strategic plan.

Advises, and makes decisions regarding course of action to be taken in the implementation of programs and state regulations.

- A6. Provide leadership to foster effective working relations among the all Division bureaus to achieve strategic goals, improve customer service, control costs, and allocate resources.
- A7. Assign to Section Chiefs the responsibility and authority to respond to the Division mission, customer demands, strategic goals, and strategic objectives in a manner consistent with Division policies and procedures.
- A8. Manage with the other Bureau Director the development and implementation of Division-wide methods of fiscal control, budget, personnel, contracts, information technology, planning, policy development, program evaluation, and facilities management.
- A9. Develop and implement plans, policies, and programs focused on providing effective and efficient service delivery.
- A10. Plan work operations, establish short-range Bureau goals, and set priorities for Sections to accomplish Bureau goals, which are consistent with the Division's Strategic Plan. Formulate, establish and regulate policies for adoption. Provide visible and accessible leadership to Division program and project managers on work progress. Implement program initiatives or directional changes resulting from the Division's short and long range plans.
- A11. Provide Strategic Plan critical indicators and other written evaluations as requested or necessary.

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B. Plan, manage, and implement statutory mandates and administrative policies related to the review of plans, product approvals, and consultation for the division programs.

- B1. In coordination with the Division Administrator, the Division of Policy Development and the Office of the Secretary, Assess and evaluate newly-enacted legislation for its impact on new and existing inspection, consultation, and credentialing processes.
- B2. Direct the implementation of policies, processes, priorities, and plans for newly-mandated programs. Coordinate the development and dissemination of information regarding complex policies, plans and projects to insure that required information is available to external and internal customers.
- B3. Review existing technical services programs and recommend alteration or elimination of processes that cannot be demonstrated to be effective, are not within the scope of the Bureau's mission, outside of statutory mandate, or no longer a priority.
- B4. Plan, coordinate, and assign liaisons between affected state, local, and federal enforcement, and credentialing agencies.
- B5. Implement policies, objectives, processes, priorities, and plans for enforcement activities pursuant to inspections. Implement enforcement processes in accordance with plans.
- B6. Development and implement strategic plans, policies, and programs focused on providing effective and efficient service delivery.

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C. Manage and supervise staff.

- C1. Manage professional, technical, and administrative staff within the Bureau. Hire, counsel, discipline, promote, and terminate.
- C2. Supervise Section Chiefs and other designated staff on a day-to-day basis to provide guidance and direction to carry out strategic goals, assign and schedule work, identify performance goals for work products, conduct periodic progress meetings, provide feedback to subordinates on work progress and work products, and keep managers and others informed of major Bureau activities.
- C3. Implement State and Department rule, policies, and procedures regarding personnel practices.
- C4. Supervise and oversee work assignments of subordinates.
- C5. Perform goals and accomplishment reviews quarterly. Establish performance standards, goals, and accomplishments for subordinates. Provide staff leadership, coaching, counseling, and training to insure staff proficiency and continued professional growth.
- C6. In collaboration with the Division Administrator, determine staffing needs for the Division. Set priorities for and participate in recruiting, interviewing, and hiring of employees.
- C7. Identify training needs and coordinate the training and education of staff. This includes providing guidance, job training, and assistance to staff to ensure that the efficiency of the division is maintained at all times and to insure staff continued professional growth.
- C8. Collaborate with the Division of Management Services to submit the appropriate information for recruitment of open positions. Review and edit position descriptions for the Division's staff and recommend updated position descriptions as appropriate.
- C9. Actively support and implement EEO guidelines and Affirmative Action (AA) program, policies, plans and goals.
- C10. Accountability of manager/supervisors with regard to health and safety responsibilities.

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- A. Perform miscellaneous tasks and complete miscellaneous projects as directed by supervisor(s).**

JOB KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of management principles and processes, including strategic methods
- Knowledge of supervisory practices and techniques, including conducting employee performance evaluations
- Understanding of performance management principles.
- Understanding of engineering principles and theories
- Policy analysis and development
- Provide a high level of customer service and public relations
- Strong leadership and management skills.
- Strong decision making and problem solving skills
- Skill in organizing resources and establishing priorities.
- Skill in delegation.
- Strategic thinking skills.
- Ability to utilize technology, including computer systems and software
- Ability to develop, plan, and implement short- and long-range goals, strategic planning
- Ability to work as a team
- Ability to communicate effectively in writing and verbally.
- Ability to understand legislative and administrative rule-making practices
- Ability to learn and adapt to new ideas and concepts.
- Ability to gather data, to compile information, and prepare reports.